2002 - 2003

# Report on Multiculturalism

Government of British Columbia

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BRITISH COLUMBIA

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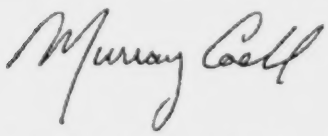
## Letter to the Lieutenant Governor of the Province of British Columbia

To Her Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the Multiculturalism Act, I respectfully submit the tenth annual report on the operation of the Act. This report covers the activities for the 2002/03 fiscal year.

Respectfully submitted,



Honourable Murray Coell
Minister of Community, Aboriginal and
Women's Services

## Letter to the Minister

Honourable Murray Coell
Minister of Community, Aboriginal and
Women's Services

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2002/2003. This report documents the activities of the Government of British Columbia, and Crown in support of the Multiculturalism Act for 2002/03.

Yours truly,

Gerry Armstrong
Deputy Minister
Ministry of Community, Aboriginal and
Women's Services

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**GOVERNMENT OF BRITISH COLUMBIA**
**2002- 2003**

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# Ministry of Advanced Education

## MANDATE

The Ministry of Advanced Education (AVED) provides leadership and support for a top-notch advanced education and training system that provides all British Columbians with opportunities to develop the skills and knowledge they need to live productive and fulfilling lives, and to contribute to the changing economic, social, and cultural life of the province.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

AVED welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.

## KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- A strategic objective of the AVED Human Resource Management Plan is to "sustain efforts to develop a workforce that recognizes the diversity of the B.C. population." This is provided through training opportunities, and a welcoming, diverse work environment.
- Proposals for new non-degree programs are expected to include a description of how the curriculum reflects diversity, accessibility to equity groups, and provide students with an awareness of and an ability to operate in an international context.
- The ministry's intergovernmental relations policy incorporates equity principles for underrepresented groups, which has been applied in plans for new immigrants and Aboriginal people.

## HIGHLIGHTS OF INITIATIVES

**English Language Training Programs (ELT)** - ELT programs are offered at 16 public post-secondary institutions serving many British Columbians. Programs range from ELT Literacy for Learners who are not literate in their first language to Academic ELT for learners who are entering university programs. ELT Combined Skills programs integrate language skills with job specific skills for a variety of occupations. For learners who already possess specific job skills, there are Vocational ELT programs. Some institutions offer ELT Outreach, which provides community-based ELT to individuals who are not able to take ESL courses outside of their homes or communities.

**Aboriginal Post-Secondary Education** - AVED is updating the Aboriginal Post-Secondary Education and Training Policy Framework which promotes a coordinated approach to Aboriginal programs in post-secondary institutions and other ministries and jurisdictions. AVED is developing labour market information that focuses on a range of provincial labour force statistics directly related to Aboriginal people to support better program planning and decision-making and provision of career and labour market information for aboriginal people. Through Aboriginal Special Projects Funding, AVED provides support to public post-secondary institutions, to promote relevant, quality educational programs and support activities for Aboriginal learners.

**International Credential Evaluation Service (ICES)** - A component of the Open Learning Agency, ICES provides assessments of foreign-earned credentials, allowing individuals educated outside of Canada to receive the appropriate recognition for their education, in order to pursue their career goals. In 2002/03, ICES completed over 3,747 credential assessments and since its creation in 1995, has conducted over 17,900 evaluations and enabled about 9,000 individuals to receive recognition for their previous education.

**Human Resources (2002)** - Has provided training in: Discrimination Prevention, Aboriginal Cultural Awareness, and Culturally Responsive Service Delivery.

In cooperation with the Centre for Curriculum, Transfer and Technology, AVED offers in its electronic curriculum collection, a wide variety of curriculum resources, research papers and guides to promote diversity, inclusion and internationalization in the classroom. Examples of recently produced items include: Appropriate Dispute Resolution Project, Facing Diversity: Responding to Violence Against Women from Diverse Cultures (video and instructor's guide), and Paramedic Academy Training Materials: Introducing a Global Perspective.

# Ministry of Advanced Education

**Industry Training** - B.C.'s responsibilities as a signatory to the Agreement on Internal Trade include working with other provincial and territorial governments to reduce barriers to labour mobility, including the review and assessment of foreign credentials. AVED works collaboratively with a broad range of governmental and non-governmental stakeholders in B.C. to develop strategies that will ensure increased employment access for skilled immigrants, including initiatives that are being developed under the Province's new model for industry training.

**Corporate Services and International Education** - Ensures that policies and legislation produced by AVED are consistent with the principles and objectives of multiculturalism. International Education helps coordinate B.C.'s international education connections, mindful of the 19,000+ international students studying at B.C.'s public post-secondary institutions. AVED welcomes international delegations to share program knowledge on B.C.'s educational systems.

**Accountability Branch** - Has responsibility for producing career and labour market information products to assist British Columbians and newcomers in career exploration, post-secondary program selection and transition into the work place. Work Futures for Entry Level Jobs, produced jointly between the Province of B.C. and the Federal Government (HRDC) is particularly relevant to people with lower literacy skills including some who have English as a second language. Work Futures products provide information about occupations and their employment prospects.

# Ministry of Agriculture, Food and Fisheries

## MANDATE

Provide the business climate for a competitive market-responsive agri-food and fisheries sector, and safeguard the quality and safety of British Columbia's agri-food products for consumers.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Agriculture, Food and Fisheries maintained its commitment to multiculturalism by ensuring government policies on multiculturalism are made available to staff in conducting programs.
- The ministry routinely solicits input from its client communities to ensure that the programs and services offered were responsible to their specific needs.
- For example, it encourages distribution of materials promoting diversity, and offering training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity and the elimination of racism.
- Multiculturalism is the responsibility of the Executive Director, Corporate Services and the director reports directly to the Deputy Minister.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Distribution of materials promoting diversity.
- Provide training opportunities for staff to build understanding and appreciation of cultural diversity and the elimination of racism.
- Ensure recruitment practices consider merit-based qualifications, experience and expertise regardless of ethnicity, culture or disabilities. It strives to ensure diversity of representation on appointed boards and commissions.
- A renewed human resource plan and leadership development plan is underway for implementation over the next five years, which recognizes the importance of a performance-focussed workplace, a learning environment, visionary leadership, strong employee-employer relations, and a welcoming and safe workplace.

### HIGHLIGHTS OF INITIATIVES

- Information on programs and services are available in print and increasingly in electronic form to maximize access to the widest possible range of clients.
- In response to the needs of their communities, the ministry develops plain-English publications and, where appropriate, translations of fact sheets and newsletters into other languages to ensure clear understanding and access to technical information.
- First Nations: The ministry continued programs to increase the capacity of First Nations to support training and skill development, achieve joint ventures with private organizations and partially fund First Nations agriculture, food and fisheries development initiatives.
- Youth: The ministry continued its long-standing involvement with the 4-H movement in educating young people toward successful entrepreneurship and leadership roles in their communities as adults.

# Ministry of Attorney General

## MANDATE

The Ministry of Attorney General has overall responsibility for the administration of justice in BC. The Ministry cooperates closely with the Ministry of Public Safety and Solicitor General to promote the safety and security of communities. Through the Treaty Negotiations Office, the Ministry works to negotiate agreements and build relations with treaty and non-treaty First Nations. The Attorney General is also the Minister responsible for Human Rights in BC.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Attorney General continuously works to update and improve its programs and services to ensure they are delivered equitably and in a manner which promotes multiculturalism. The ministry's Executive leads in the commitment to multiculturalism. Branch Heads, together with the Policy, Planning and Legislation Branch, which serves both the Ministries of Attorney General and Public Safety and Solicitor General, ensure that legislation and policies developed, and programs delivered, by the ministry are consistent with the principles and objectives of the Multiculturalism Act.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The General Executive Committee, chaired by the Deputy Attorney General, is responsible for overall management. Matters relevant to multiculturalism may be raised before this Committee so that a coordinated response can be developed. In addition, Branch managers coordinate their various multiculturalism initiatives. The Ministry's multiculturalism policy is taken directly from s. 3 of the *Multicultural Act* and, as such, informs all Ministry planning exercises and policy initiatives.

### HIGHLIGHTS OF INITIATIVES

- Criminal Justice Branch: Hate Crime Team members participated in community programs on anti-racism and worked with various agencies to identify strategies to address hate/bias activities.
- Justice Services Branch (Family Justice Services): All students in the Recruitment and Individualized Training Program for Family Justice Counsellors are required to complete a course focussed on multiculturalism in the family justice system. The Division also provides some sessions of the Parenting After Separation course, which is required in certain family law matters, in Hindi, Punjabi, Mandarin and Cantonese.
- Policy, Planning and Legislation Branch: Amendments to the B.C. Human Rights Code created a direct access model for human rights protection. The ministry will be responsible for conducting a program of public education to promote the purposes of the Code. The amendments came into effect March 31, 2003.
- Treaty Negotiations Office: The Provincial Government is committed to a process of recognition and reconciliation with BC First Nations. Government's goals are to reconcile our differences, to acknowledge the past and to build new relationships built on trust and mutual respect. Efforts are also focused on materially improving the lives of Aboriginal people through various measures, including economic development opportunities, self-government negotiations and comprehensive treaties. In addition, the Treaty Negotiations Office informs local communities and stakeholders about the benefits of negotiating agreements and, building sound relationships with Aboriginal people. Through public meetings and forums, the Ministry can address local concerns and also encourage a better cross-cultural understanding of First Nation issues and opportunities.

# Ministry of Children and Family Development

## MANDATE

- Advance the safety and well being of vulnerable children, youth and adults.
- Advance early childhood development through strategic investments.
- Advance and support a community-based system of family services that promotes innovation, equity and accountability.

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### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The executive approach to complying with the Multiculturalism Act has been to shift its view of multiculturalism away from the more traditional tone of amelioration, towards an approach more focused on exploring the role which cultural diversity can play in meeting MCFD goals of building capacity.
- Executive continues to support the establishment of a foundation of relationships between the five new regional authorities and community agencies (via regional Ethnocultural Advisory Committees – EAC). The budding relationships with the community have assisted the organization in realizing the potentials inherent in cultural diversity, i.e. improved processes.
- Funding for .5 FTE backfill in 5 macro regions this fiscal.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- MCFD is creating a new internal computer system which searches and matches children to adoptive families. The first step will be to review words that are being used in the adoptive policy, e.g. "racial heritage", and other words that are currently being used to identify different races, and use more culturally appropriate terms when tracking the child and the family's ethnocultural background.
- MCFD continues to provide intranet-published policy documents on its Cultural Responsiveness intranet site: the Diversity Guidelines, the Cultural Competency Framework, and the Cultural Competency Assessment Tool. These models created by MCFD have been used as models by several ministries and Crown Corporations.

### HIGHLIGHTS OF INITIATIVES

- Headquarters, Education Services Branch developed and facilitates a relationship-link by chairing monthly teleconferencing meetings between the five Regional Diversity Advisors with the goal of updating and improving service delivery. Also continues to monitor published information on the Deaf Protocol, Invisible Disabilities, Culture Grams and the MCFD Language List that contains names of staff who volunteer their language skills to assist with interpretations/translation on an emergency basis.
- Three new Regional Ethnocultural Advisory Committees were developed; two in the Vancouver Island Region and one in the Vancouver Region.
- A staff cultural competency steering committee was combined regionally to ensure dedicated diversity training; diversity recognition awards; to publish a bulletin about accomplishments and highlights; and, to ensure regional performance agreements address diversity as a priority.
- Vancouver/Coastal region initiated learning sites and a building blocks program (early childhood development initiatives) with a multicultural focus. Vancouver/ Coastal also developed an infant development program ensuring multicultural input.
- Vancouver Island Region did cross-training/sharing of information between MCFD programs and multicultural organizations.
- Victoria Ethnocultural Advisory Committee (together with their training and protection sub-committee) started consulting with and making recommendations to the regional planning committee about governance role, diversity and accreditation.
- Fraser and Interior Regions brought together neighbourhoods and public agencies and other stakeholders (businesses) to begin dialog about regional delivery systems , local governance role, diversity and accreditation.
- All five regions put together forums in each region to address anti-racism protocols within their communities.
- Interior Region developed "clash of culture" forums – parent/teen dialog among Indo-Canadian communities in the Okanagan Valley.

# Ministry of Community, Aboriginal and Women's Services

## MANDATE

The mandate of the ministry is to support safe and healthy communities by establishing appropriate legislative, regulatory and policy frameworks; promoting and protecting the Province's interests by funding performance-based services for communities; and delivering innovative services through e-government and third party service providers.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The ministry recognizes that there are definite social, cultural, and economic benefits associated with multiculturalism and immigration. More specifically, by providing for the respect and acceptance of the cultural heritage of all British Columbians, multiculturalism promotes cross-cultural understanding, and actively builds bridges and partnerships among diverse communities and institutions. Further, it promotes the elimination of racism and discrimination as well as the right of all citizens to fully and freely participate in the social, cultural, economic, and political life of the province. Finally, it aims to eliminate unfair barriers for greater equity opportunity.
- The Ministry of Community, Aboriginal and Women's Services remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life for British Columbians, and equitable access to programs, services, and opportunities for all British Columbians. This commitment is demonstrated throughout the ministry in every aspect of program development and service delivery.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Aboriginal, Multiculturalism and Immigration Programs Department took a leadership role in maximizing the community-based and public sector growth potential of British Columbia through the promotion of social capital, increased individual opportunities, and responsive services within government. These goals were pursued through partnerships with regional and Aboriginal communities, ministries, Crown Corporations, non-government organizations, federal and municipal governments, and the private sector. The Department stewarded organizational development, supported anti-racism programs, developed strategies to affect change for Aboriginal communities, and enhanced private sector growth through the promotion of one of B.C.'s most marketable assets - our increasing diversity.

Working in conjunction with the Community Services and Culture Department, the B.C. Arts Council ensures that adjudication processes, funding and program guidelines encourage participation by artists of diverse cultural traditions; reflect evolving creative practices; and develops a strategy to engage diverse cultural communities. Their goal is to ensure broader and more diversified cultural traditions and artistic practises are available to the public.

### HIGHLIGHTS OF INITIATIVES

#### Aboriginal, Multiculturalism and Immigration Programs Department

The Settlement and Multiculturalism Branch coordinated and facilitated the Future Directions Steering Committee, a group of sector experts who compiled a ministry report entitled Future Directions: Setting the Path for Anti-Racism and Multiculturalism in British Columbia.

A critical incident response model was developed to assist communities in designing the protocol they need to follow in the event of local racist or hate activity. The model has been implemented in five communities and another 11 communities are involved with the initiative.

The Aboriginal Directorate facilitated the Urban Pilots Initiative, which sought to integrate community based services provided by all levels of government to Aboriginal people in urban areas of B.C. to improve their quality of life. The pilot project focussed primarily on the Vancouver/Downtown Eastside.

#### Olympic Bid, Community Initiatives and Vancouver Agreement Department

The Community Initiatives and Vancouver Agreement Branch, in partnership with the Settlement and Multiculturalism Branch, presented a workshop on understanding diversity to Vancouver's Chinatown community. The workshop was designed to help the community understand the importance of promoting

cross-cultural understanding and how the community as a whole can benefit from it. The workshop was well received and fostered a belief in the cultural, economic and social benefits of a diversified Chinatown and how these contribute towards a general state of readiness for a revitalized and diversified Downtown Eastside.

**Community Services and Culture Department**

The Northern Interior Region of the Community Services and Culture Department has had several initiatives:

- Continued cooperation with the McLeod's Lake Sekanni Indian Band towards the restoration of the McLeod's Lake Post heritage site;
- Worked in partnership with the Bonaparte Indian Band to enhance the interpretation of the Bonaparte village as a primary tourist attraction at Historic Hat Creek Ranch;
- Hosted an annual Pow-Wow for the Bonaparte people from all over Canada at Historic Hat Creek Ranch;
- Hosted an Annual Moon festival to reflect part of the Chinese element of Barkerville's cultural heritage, attended by over 700 people every year;
- Liaised with various groups and individuals interested in researching various aspects of their culture, as we have one of the most extensive archival repositories in British Columbia;
- Supported a web site through the Friends of Barkerville that illustrates the multicultural aspects of Barkerville, with a specific section on the Chinese; and,
- Worked with Chinese Freemasons to erect a monument at the Catholic and Chinese cemetery at Richfield, and to restore the access road to the cemetery..
- Fort Steel Heritage Town continued to conduct research on the history of racism in the East Kootenay. In particular, curatorial staff worked with academic researchers studying the historic Chinese/Native interchange in the region. Curatorial staff has also provided historic photographs to assist the Ktunaxa to create a postcard sales programme to help subsidize their Interpretive Centre and Many Hands Co-op.

**Women's Services and Child Care Department**

Westcoast Child Care Services - a non-profit agency funded by the ministry, provided translation services and developed/distributed materials in a variety of languages, and provided resources and training to promote multicultural, anti-racist and anti-bias child care programs, child care, and child rearing.

Child Care Resource Centre and Referral Programs: Provided training in various languages for care providers and parents; culturally-targeted activity kits; employed multilingual staff to assist parents and caregivers; provided resource materials in various languages, liaised with Aboriginal bands regarding child care programming needs, and supported community activities through the involvement on ethno-cultural communities and multicultural advisory boards.

The One Stop Access Centre provided multilingual resources and employed staff who speak different languages.

Stopping the Violence and Regional Programs Branch funded multicultural services in women's centres and transition house programs, which included safe homes and second stage housing, and in counselling programs for women who have experienced abuse and children who have witnessed abuse.

# Ministry of Competition, Science and Enterprise

## MANDATE

The Ministry of Competition, Science and Enterprise promotes strategic leadership in government to create a strong, prosperous and diverse economy in all regions.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry Executive supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. Employment policies support a work environment free of discrimination, where employees and clients are treated with respect and dignity.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry endeavors to increase awareness of the New Era for British Columbia as "Open for Business" by:

- Ensuring British Columbia is the destination of choice for entrepreneurial immigrants;
- Supporting incoming trade and investment missions by connecting appropriate British Columbia companies, technology and expertise; and
- Organizing business investment and trade missions to priority markets.

### HIGHLIGHTS OF INITIATIVES

- The ministry fosters understanding and respect of race, cultural heritage, religion, ethnicity, ancestry, and place of origin, to support the individual and collective needs of our work force, clientele and stakeholder groups.
- The Minister of Competition, Science and Enterprise participates in and hosts delegates of international trade missions to promote sharing of technology and skills, and to market British Columbia as a unique, culturally diverse place to do business to encourage cultural understanding.
- Ministry staff consult with community groups and associations to identify the best ways to communicate information about the Ministry's programs and services with a culturally diverse population - both within the province, and outside British Columbia.
- The Ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, and publishes documents in a variety of languages to meet the needs of major linguistic groups represented in British Columbia and in target markets around the world.

# Ministry of Education

## MANDATE:

- The Ministry's mandate is articulated in the Statement of Education Policy Order:
  *The purpose of the British Columbia school system is to enable all learners to develop their individual potential and to acquire the knowledge, skills and attitudes needed to contribute to a health, democratic and pluralistic society and a prosperous and sustainable economy.*
- The Ministry's goals, as described in its 2002-03 Service Plan, are (1) improved student achievement and (2) a high quality performance-oriented education system.

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## KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM:

### Key Policies Include:

- *Diversity in BC Schools: A Framework*
  http://www.bced.gov.bc.ca/diversity/diversity_framework.pdf
- *English as a Second Language Policy, 1999*
  http://www.bced.gov.bc.ca/esl/
- *English as a Second Language Standards, 2001*
  http://www.bced.gov.bc.ca/esl/standards.pdf
- *BC Performance Standards for Social Responsibility*
  http://www.bced.gov.bc.ca/perf_stands
- *Funding: English as a Second Language*
  http://www.bced.gov.bc.ca/policy/policies/funding_esl.htm
- *Funding: Aboriginal Education* http://www.bced.gov.bc.ca/policy/policies/funding_abed.htm

### Key Structures Include:

- *Accountability mechanisms: Accountability Contracts, Annual School Plans, Foundation Skills Assessment Results, Satisfaction Surveys*
  http://www.gov.bc.ca/bced
- *Aboriginal Education Enhancements Branch*
  http://www.bced.gov.bc.ca/abed
- *Aboriginal Education Enhancement Agreements*
  http://www.bced.gov.bc.ca/abed/agreements

## HIGHLIGHTS OF INITIATIVES

### Standards:

1. The Languages 5 to 12 Template Development Package is provided by the Ministry to assist school districts and communities in developing second-language programs. It guides developers through the process of producing Integrated Resource Packages (IRP that guides instruction and assessment in second language courses. In 2001/02, one new Aboriginal language IRP, Heiltsuk Language 5 to 12, was approved. The template has now been used to develop nine second language offerings, seven of these address Aboriginal languages.
2. The Ministry produced a new teacher resource entitled BC First Nations Studies 12 Digitial Video Project. This resource was created to support and encourage teachers and students to focus on the richness and diversity of Aboriginal cultures, communities and languages through the medium of digital video, within the structure of the BC First Nations Studies 12 curriculum. More information is available at: http://www.bced.gov.bc.ca/branches/pser/aboutbcfns.pdf
3. During 2002/03, an MLA task force was formed to examine school safety. The Safe Schools Task Force Report [http://www.safeschoolstaskforce.bc.ca] was released in June 2003. The Ministry is preparing an implementation plan for the 2003/04 school year.

### Funding:

1. In 2002/03, $59.5 million was provided, as part of 'block' funding to school boards for approximately 54,000 students who required support in their acquisition of English as a second language.
2. $44.1 million was provided, as part of 'block' funding to school boards for 46,400 Aboriginal students (approx.) enrolled in Aboriginal Education programs.

### Accountability:

1. During 2002/03 the Ministry focused on arranging Aboriginal Enhancement Agreements that support strong, cooperative relationships between Aboriginal communities and school districts. Seven Agreements have been established and several other school districts have entered the community consultation and draft-writing stages. The Ministry's goal is to establish Enhancement Agreements in all school districts by 2005.
2. The January 2003 report, How Are We Doing, indicates that Aboriginal students are steadily improving their academic performance, although there is more work to be done. The report can be viewed at: http://www.bced.gov.bc.ca/abed

# Ministry of Energy and Mines

## MANDATE

The Ministry of Energy and Mines promotes British Columbia's energy and mining investment opportunities, and fosters a competitive investment climate, which encourages responsible development of energy and mining resources, supports job creation, and ensures environmental protection and public and worker health and safety.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry Executive supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. Employment policies support a work environment free of discrimination, where employees and clients are treated with respect and dignity.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Aboriginal Relations Branch works to enhance aboriginal participation in the oil and gas and mining industries by undertaking economic development initiatives, providing First Nations access to training and education programs, industry forums and increasing capacity for participating in land use decisions.
- Public consultation forums conducted to provide input into ministry policies, programs and decisions are designed to welcome and encourage the participation of all interested citizens.

### HIGHLIGHTS OF INITIATIVES

Ministry practice is to encourage employment applications from all qualified candidates. Ultimately, this is expected to lead to a workforce which is representative of the labour force of the Province of British Columbia.

# Ministry of Finance

## MANDATE

To develop a sustainable fiscal plan, to prudently manage and report on government finances, and to create a sound policy and regulatory framework that supports the creation of a strong and vibrant economy.

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### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Valuing diversity and differences of opinion forms part of the ministry's values and leadership philosophy.
- Promoted and participated in Multiculturalism Week and other related activities.
- The ministry strives to be an employer of choice and attract people from all segments of society to ensure it has commensurate talents to meet its goals.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

#### Training and Education

- Ongoing delivery of various diversity related training activities including: Aboriginal Cultural Awareness, Culturally Responsive Service Delivery, Discrimination Prevention and Valuing and Welcoming Diversity.

### COMMUNITY OUTREACH

- Managers from various divisions participated in Career Fairs to capture a more diverse applicant pool.
- Used in-house language/translation resources to assist in communicating with members of the public on taxation and other financial matters.
- Specifically planned a second budget briefing session primarily to assist ethnic media with information access.

### HIGHLIGHTS OF INITIATIVES

Office of the Comptroller General, Treasury Board Staff and Provincial Treasury divisions learned about the cultures of the Peoples Republic of China by hosting finance officials on a six-month secondment. The visit provided a unique opportunity to share information and experience in treasury and financial management, which lead to ongoing exchanges.

# Ministry of Forests

## MANDATE

- Since its establishment in 1912, the Forest Service has been mandated to protect and manage the public's forest and range resources. The key responsibilities for the Forest Service in undertaking this mission in the future are: protecting and managing the province's forest and range resources; providing the basis for a globally competitive forest industry with high environmental standards; and, maximizing net revenues to the Crown.
- We will carry out this mandate in co-operation with our other public and private sector partners.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Forests is committed to creating a work environment that: reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination; and, ensures that there is equal opportunity for full participation and access to all services within the communities we serve.
- To ensure integration into the day-to-day operations of the organization, the ministry has shifted focus from equity and diversity to one that encompasses all diversity issues including multiculturalism, employment equity and human rights.

## KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Diversity is a strategy embedded in the ministry's service plan goal of becoming an Effective and Responsive Forest Manager. One way this goal will be reached is by achieving a successful transformation of the organization so that the Forest Service will continue to be responsive and performance-focused.
- The ministry has identified implementing an integrated diversity program as a key initiative in the ministry's Strategic Human Resource Plan.
- The ministry reviews and evaluates policies, programs and services continuously, to ensure they are fair and equitable, and to ensure they do not impose barriers.

## HIGHLIGHTS OF INITIATIVES

In 2002/03 the ministry completed its first and second rounds of workforce adjustment. In addition to workforce adjustment, the ministry also went through significant organizational and policy changes. The ministry's Human Rresources Strategy is being updated and will address multiculturalism activities for 2003/04 and beyond.

The ministry is working to increase First Nations' participation in the forest sector. In May 2002, amendments to the Forest Act enabled the Minister of Forests to direct award timber to First Nations. During 2002/03, the Minister of Forests invited seven First Nations to apply for over 1.22 million cubic metres of timber.

# Ministry of Health Planning

## MANDATE

The role of the Ministry of Health Planning is to develop and articulate expectations of health system performance and monitor the health of British Columbians. Its core functions are to plan, develop legislation, policy standards, and other performance management tools, and to report on population health (Provincial Health Officer) and respond to health issues.

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### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Multiculturalism goals for the Ministries of Health Planning and Health Services were established, articulated in the ministries' service plans, and supported at the executive level, e.g. "Improve Health Status for Aboriginal peoples measured by infant mortality and life expectancy" - *MOHS Service Plan 2002/2003*.
- The vision, mission and values of the ministries include a focus on meeting the health needs of all British Columbians, with respect for the diversity of all British Columbians.
- The planning context for both ministries of Health recognizes the increasing ethnic diversity of the province.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Provincial Health Officer issues annual reports on the health status of British Columbians and specifically notes inequities that may exist among population groups.
- Planning Policy and Legislation has a staff member responsible for a multiculturalism portfolio, who responds to inquiries about immigration, refugee claimant and language interpretation policies that are related to health care in B.C..
- Nursing Strategies:
  - Grants available for foreign educated nurses who are landed immigrants in Canada and are required to take refresher program and/or English as a second language as a prerequisite for licensure to practice in B.C..
  - Grants available for specific projects to assist with the recruitment and retention of nurses with Aboriginal ancestry and those nurses who work in Aboriginal communities.
  - Retention and recruitment of nurses with Aboriginal ancestry in Aboriginal communities will be considered when developing yearly Nursing Strategies.

### HIGHLIGHTS OF INITIATIVES

- A renewed emphasis on patient-centred care includes understanding of diverse patients and their health care needs.
- $200,000, of approximately $400,000, slated to provide individual grants for nursing refresher and English as a second language education, allocated to foreign trained and internationally trained nurses.
- $10,000 to support phase 2 of the national project titled Benchmarking the Nursing Profession in Canada, aimed at recruiting more foreign-trained nurses into the workforce.
- $130,000 for initiatives focused on nurses with Aboriginal ancestry, including:
  - Support new Aboriginal nurses working in First Nations communities with one-to-one mentors.
  - Enhancing access to nursing programs for Aboriginal students.
  - Guiding and encouraging Aboriginal youth to choose nursing as a career by participating in a summer camp.

# Ministry of Health Services

## MANDATE

The role of the Ministry of Health Services is to fund, monitor and evaluate health system performance against clearly stated expectations. Its core functions are: fund and direct health authorities; monitor and evaluate performance; take action on non-performance; operate the two provincial service plans – Pharmacare and Medical Services Plan; manage and deliver provincial emergency services (B.C. Ambulance Service); and provide corporate support services.

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### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Multiculturalism goals for the Ministries of Health Planning and Health Services were established, articulated in the ministries' service plans, and supported at the executive level, e.g. "Improve Health Status for Aboriginal peoples measured by infant mortality and life expectancy" - *MOHS Service Plan 2002/2003*.
- The ministries' values include to have a patient and consumer focus, which respects the needs and diversity of all British Columbians.
- The planning context for both ministries of Health recognizes the increasing ethnic diversity of the province. This includes a focus on "patients first" and a shift in management and provider culture.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Planning, Policy and Legislation division has a staff member responsible for the multiculturalism portfolio, who responds to inquiries about immigration, refugee claimant and language interpretation policies that involve health care in B.C..
- Office of the Special Advisor for Aboriginal Health, provides subject matter expertise across the ministries of Health, regarding health issues and needs of the Aboriginal population of British Columbia and participates in inter-ministry and inter-governmental on initiatives related to the Aboriginal population.
- MSP and Pharmacare service to the public is now provided in Chinese and Punjabi rather than English only as previously.

### HIGHLIGHTS OF INITIATIVES

- A renewed emphasis on patient-centred care includes understanding diverse patients' needs.
- In cooperation with the Francophone community, the ministries are working towards translation of key public health documents such as the *B.C. HealthGuide Handbook*, under a federally funded Action Plan for Official Language Minority Communities.
- Health Human Resource planning activities included establishing competency-based assessment for foreign trained medical graduates.
- B.C. HealthGuide Program includes:
  - Availability of language translation services for B.C. NurseLine (130 languages, including 17 First Nations languages).
  - 34 B.C. HealthFiles have been translated into French, Spanish, Vietnamese, Punjabi, and/or Chinese, 22 of which are available on the ministry's Web site.
  - Publication and distribution of *B.C. First Nations Health Handbook* to 27,000 organizations and individuals.
  - Conducted First Nations cultural sensitivity workshops with B.C. NurseLine nurses.
  - Delivered a workshop to 100 Punjabi seniors orienting them to the B.C. HealthGuide program and resources.
- Aboriginal Health Initiatives
  - Provincial Aboriginal Health Services Strategy.
  - Aboriginal Tobacco Strategy.
- Health Authorities are required to produce Aboriginal Health Plans-Translation of health information and publications
  - French translation of *You and Your Health: A Woman's Health Handbook*.
  - *Information for Seniors: Your Guide to Programs and Benefits in British Columbia* – translation into French is underway.
  - Focus testing with adolescents of diverse backgrounds for development of a health handbook for young women.

# Ministry of Human Resources

## MANDATE

The Ministry of Human Resources provides services that move people toward sustainable employment and assist individuals and families in need.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The ministry established a goal of a diverse workforce that provides equal opportunity and is representative of the B.C. population.
- The ministry continues to support staff activities which promote awareness of diversity and multiculturalism.
- The ministry is committed to providing services which are culturally responsive.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Provincial Diversity Committee comprises representatives from across the province. Each committee member works with regional staff to promote multiculturalism and to build awareness of the culture and diversity within the community and the population served.
- Information regarding diversity issues and discrimination prevention is included in orientations for new employees.
- An online reference tool containing information on other cultures and countries is accessible to all ministry staff to assist in continous learning.

### HIGHLIGHTS OF INITIATIVES

- A number of diversity fairs and conferences were held with participation and speakers from the community. Information and workshops resulted in increased staff knowledge of relevant divsersity issues and community supports.
- Employees throughout the province were engaged in activities during Multiculturalism Week including local events with ethnic food dishes and dress and the sharing of heritage among staff.

# Ministry of Human Resources Region 3

## MANDATE

### Region 3 Diversity Committee Mission

To promote diversity as an understanding of each individual's uniqueness through celebration and education.

### Region 3 Diversity Committee Vision

- To provide a welcoming and inclusive work environment.
- To have a work site that is representative of the community it serves.
- To celebrate each individual's uniqueness.
- To continue to work towards team building through the understanding of each other's culture.
- To enhance service delivery through recognition of diversity.

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## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Government of British Columbia is an Employment Equity Employer.

## KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Management Team lead designated to champion Diversity/Multiculturalism in region.
- Diversity committee established from a large cross section of staff from vaious locations, classifications and backgrounds.
- Diversity committee holds meetings on a regular basis.
- Diversity committee established a regional mission and vision in relation to Diversity/Multiculturalism.
- Several events celebrating Diversity/Multiculturalism occur.
- Diversity committee looks at next steps/future planning.

## HIGHLIGHTS OF INITIATIVES

Region 3 highlights:

- All 18 independent offices participated in lunches celebrating different cultures.
- Teams invited guest speakers to discuss items related to their culture in relation to day-to-day business.
- Several office focussed team days around a cultural event or guest speaker.
- Upcoming events will include a region-wide survey regarding Diversity/Multiculturalism.

# Ministry of Management Services

## MANDATE

The Ministry of Management Services was created in June 2001. The mission of the Ministry of Management Services is to ensure business results by driving fundamental change and technology enablement across the British Columbia public service through the use of leading practices and creative service delivery models.

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### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Incorporated diversity throughout ministry's business plans.
- Promoted and participated in Multiculturalism Week and other related activities.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

#### Training and Education

- Ongoing delivery of various diversity related training activities including: Aboriginal Cultural Awareness, Culturally Responsive Service Delivery, Discrimination Prevention and Valuing and Welcoming Diversity.

#### Community Outreach

- Managers from various divisions participated in Career Fairs to capture a more diverse applicant pool.
- Various branch competitions included advertising in ethnic newspapers.
- Used in-house language/translation resources to assist in communicating with members of the public.

### HIGHLIGHTS OF INITIATIVES

- Partnered with federal government to deliver presentations to career fair attendees on the "Selling to Government."
- Provided protocol services to visiting foreign dignitaries.
- Provided statistical reporting on diversity demographics to all government ministries.
- Assisted in hosting representatives from China by providing translation services and orientation services.

# Ministry of Provincial Revenue

## MANDATE

The Ministry of Provincial Revenue was established in June 2001 to provide fair, efficient and equitable revenue and debt collection that supports public services to meet the needs of British Columbians.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

- To promote a "culture of learning" within the ministry, new and existing employees participate in a one-day orientation session. The Deputy Minister opens each session and shares his expertise and ministry's vision with employees.
- Participated in Multiculturalism Week and other related activities.

## KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

### Training and Education

- Ongoing delivery of various diversity related training activities including: Culturally Responsive Service Delivery, Discrimination Prevention and Valuing and Welcoming Diversity.

### Community Outreach

- Managers from various divisions participated in Career Fairs allowing the ministry to capture a more diverse applicant pool.
- Various branch competitions included advertising in ethnic newspapers and on radio stations in the lower mainland.
- Used in-house language/translation resources to assist in communicating with members of the public on taxation and other financial matters.

## HIGHLIGHTS OF INITIATIVES

Successful recruitment initiatives resulting in a more multicultural workforce better able to serve the diverse population of the province.

# Ministry of Public Safety and Solicitor General

## MANDATE

The Ministry of Public Safety and Solicitor General has overall responsibility for law enforcement, public safety, crime prevention and a range of regulatory controls and consumer protection.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Public Safety and Solicitor General works continuously to update and improve ministry programs to ensure they are delivered equitably and in a way which reflects multicultural sensitivity. The ministry's executive leads in the commitment to multiculturalism. Branch Heads ensure that legislation and policies developed, and programs delivered, by the ministry are consistent with the principles and objectives of the Multiculturalism Act.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Executive Committee, chaired by the Deputy Solicitor General, is responsible for overall management of the ministry, including multiculturalism issues. In addition, Branch managers coordinate multiculturalism initiatives. The ministry's multiculturalism policy is taken directly from s. 3 of the Multicultural Act and, as such, informs all ministry planning exercises and policy initiatives.

### HIGHLIGHTS OF INITIATIVES

- **Compliance and Consumer Services Branch:** In partnership with the United Chinese Community Enrichment Services Society, the Residential Tenancy Office conducted information sessions in Cantonese and Mandarin. The Film Classification Office increased its capacity to provide service in Chinese dialects.
- **Victim Services Division:** A training module, Integrating Diversity and Difference, was piloted to victim service workers. Publications were translated into languages other than English. VictimLINK, a toll-free, multilingual, help line for victims of crime, was established.
- **Community Programs Division:** Grants were provided to the Native Courtworkers and Counselling Association of B.C. to aid them in delivering services to aboriginal people and to 19 community projects aimed at preventing the sexual exploitation of Aboriginal youth. The Safe Streets Safe Schools Fund assisted four projects which addressed the needs of aboriginal and/or visible minority communities. Youth Taking Action Workshops, which provided training to youth to deliver their own interactive workshops dealing with the prevention of bullying, racism, homophobia, and hate crimes, were sponsored.
- **Police Services Division:** The Division funds the Justice Institute's cross-cultural training programs for police officers. It sponsors and co-chairs the Provincial Committee on Diversity and Policing. The Division supports efforts of police forces to recruit members from minority communities and encourages professional and accountable Aboriginal policing services for First Nations communities through the RCMP and First Nations Administered Policing Services.
- **B.C. Coroners Service**: A seminar entitled "Cultural Diversity/Multiculturalism" was delivered to all senior management staff. The subject of diversity has been embedded in all training courses. Recruiting practices reflect the commitment to ensuring a diverse workforce to better serve the public.
- **Gaming Policy and Enforcement Branch:** Resources such as videos and brochures, as well as prevention and awareness initiatives, have been designed to target Aboriginal and multicultural communities. Agencies contracted to provide prevention and treatment of problem gambling must ensure they have staff that are able to serve various minority communities.

# Ministry of Public Safety and Solicitor General
# Liquor Distribution Branch

## MANDATE

The Liquor Distribution Branch (LDB) has received a new corporate direction as a result of the government Core Services Review which was announced July 24, 2002. The new mandate represents a shift from a distributor/retailer of beverage alcohol to a regulator of a progressive beverage alcohol distribution and retailing network. The announcement outlined the general direction to close LDB stores and warehouse over a period of time as the private sector will be assuming the roles of retailer and distributor in the Province.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Liquor Distribution Branch executive and management is committed to the principles of multiculturalism in its marketing and customer service as well as in our role as an employer of choice. Responsibility rests at the executive level with the Executive Director of Human Resources, but is embedded in all areas of human resources from new employee hiring to outreach to management training programs. Additionally, the Marketing Division reviews the annual calendar of retail promotions and incorporates multicultural celebration in its chosen themes.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- As a result of workforce adjustment in fiscal 2002/03 the position of Equity and Diversiity Advisor was eliminated. Responsibility for equity, diversity and multiculturalism rests with the Executive Director of Human Resources who is a member of the LDB Executive Management Committee.
- Outreach recruitment strategies have been incorporated into hiring processes for the stores, the distribution centres and the head office complex. Additionally, we have reviewed our recruitment processes to identify systemic barriers, and have implemented revisions to ensure fair access to qualified people who reflect the diversity of the communities we serve.
- Multiculturalism awareness training in the branch has been strategically shifted from dedicated stand-alone programs and is now woven into the fabric of programs ranging from new employee orientation to management development.

### HIGHLIGHTS OF INITIATIVES

- During the fiscal 2002/03, our retail stores have promoted and celebrated cultural events such as Chinese New Year, St. Patrick's Day, Hanukkah, Hogmanay, Passsover, Cinco de Mayo and Diwali. These events have also been featured on our Web site at www.B.C.liquorstores.com with descriptions of the significance of each celebration. Our retail consumer magazine called Matters of Taste has featured recipes from different cultures and wine producing countries from around the world.
- Other multicultural programs include our Spice In Your Life quarterly promotion which features recipes from various cultures, including wine suggestions with recipe cards translated into Cantonese/Mandarin which customers may pick up at our liquor stores.

# Ministry of Skills Development & Labour

## MANDATE

- The mandate of the Ministry of Skills Development and Labour includes creating an employment environment with dynamic workplaces that meet the needs of workers, employers and unions. The ministry seeks to protect vulnerable workers and ensure British Columbians have the tools they need to foster working relationships in safe and healthy workplaces.
- In 2002/03 the Ministry of Skills Development and Labour continued its efforts to ensure that programs and services are sensitive and responsive to British Columbia's multicultural society.

### EXECUTIVE COMMITMENT

- The Ministry of Skills Development and Labour welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.
- The ministry is committed to a work environment free from discrimination.
- The ministry is committed to ensuring that the workplace continues to be accessible and is representative of the general workforce through fair and equitable hiring practices.
- The ministry strives to deliver its programs and services in a manner that treats everyone fairly, equitably and with respect.
- The ministry supports the appreciation and understanding of cultural diversity in B.C. workplaces.

### STRATEGIES

- A number of program areas within the ministry and its agencies provide direct communication to the public. Several of these program areas routinely make information available in several languages.
- Ministry employees have participated in multicultural training and development workshops including: Aboriginal Cultural Awareness, Culturally Responsive Service Delivery and Discrimination Prevention and Valuing Diversity.
- The ministry works with stakeholders to ensure policy and program development reflects the diversity of the province.

### HIGHLIGHTS OF INITIATIVES

- The Labour Relations Board, the Workers' Compensation Appeal Tribunal and the Employment Standards Tribunal provide pay for interpreters at hearings for parties who have difficulty speaking or understanding English. Submissions are also translated as required and provided to all parties.
- The Employment Standards Branch has developed culturally sensitive services, aimed at increasing understanding of and compliance with the Employment Standards Act. Many of these services are focussed on sectors that employ large numbers of immigrant workers. For example, the Branch is part of a memorandum of understanding between the Ministry of Skills Development and Labour; and the B.C. Agriculture Council and its member organizations to increase compliance with the Employment Standards Act through increased education and prevention efforts. This includes educational activities and resources in Punjabi.
- The Workers' Adviser Branch uses interpreters in cases involving ESL clients to explain Workers' Compensation Board laws, policies, and help them navigate through the complexities of the system. The Branch provides fact sheets in various languages to simplify advice on common topics they encounter in their claims, as well as meet with cultural groups in the communities to explain their services. During the recent legislative changes and subsequent transition period, the Branch translated all the material relating to the Worker's Adviser Office, Workers' Compensation Appeals Tribunal and the Workers' Compensation Board into two major language groups (Chinese and Punjabi) placing them on the Ministry of Skills Development and Labour web site for public access.

# Ministry of Sustainable Resource Management

## MANDATE

The ministry's vision of a vibrant economy that supports the social and environmental values of British Columbians is achieved by delivering three broad, interrelated types of services:

1. The development of resource-management plans, including land-use and resource-sector plans that provide a basis for sustainable economic development opportunities.
2. Providing efficient and effective collection, storage, access to and analysis of registry, resource and geographic information for the management of natural resources.
3. The development of principles, strategic policies and legislation to guide the allocation and pricing of natural resources and related information. The ministry also administers the first step in the property assessment appeal process and directs the management of provincially-owned contaminated sites.

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### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Executive Committee operates in the spirit of the Multiculturalism Act. The Deputy Minister has communicated to all managers and supervisors their responsibilities to help create a diverse, equitable and multicultural workforce. The Executive has also identified skills related to equity and diversity as core competencies for all ministry staff. The Assistant Deputy Minister, Corporate Services Division, is the Executive Sponsor for Multiculturalism and reports to the Executive Committee on equity and diversity issues and accomplishments

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The recruitment and selection process for managers includes assessment of knowledge and skills of equity and diversity issues. The goals and objectives of the Multiculturalism Act are considered in the development of ministry policy, legislation, regulations and intergovernmental activities.

### HIGHLIGHTS OF INITIATIVES

**Some highlights include:**

- Creation of a service plan goal called "Organizational Excellence" that addresses many policy objectives associated with multiculturalism;
- Development of an Organizational Value that calls for a workforce that is welcoming and inclusive;
- The ministry's Strategic Human Resource Plan has identified an objective of a flexible and motivated workplace and has incorporated equity and diversity as operating objectives to enhance client service;
- Policies and practices to ensure that the interests of First Nations are incorporated into Crown land and resource decisions;
- Increased economic opportunities for First Nations to participate in resource management activities; and,

Creating the climate and culture to attract and retain equity groups by encouraging staff to attend workshops on discrimination prevention, accommodation and welcoming diversity in the workplace.

# Ministry of Transportation

## MANDATE

- Our transportation network of highways, bridges, regional airports, ferries, buses and rail transit are vital assets for all British Columbians. They help people reach their destinations and assist in moving goods to market, serving private citizens, industry and business throughout our province.
- In building and maintaining our highway system and by co-ordinating our provincial transportation network, the Ministry of Transportation and its partners promote economic development. The ministry is committed to ensuring sound environmental practices and building positive relations with all citizens of British Columbia's communities.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

- During the fiscal year 2002/03, the Ministry of Transportation continued to provide services and programs in a manner that was sensitive and responsive to the multicultural reality of British Columbia.
- The ministry continues to recognize the cultural diversity of our province and supports and promotes cross-cultural understanding. We remain committed to effective communication strategies that foster understanding and cooperation with our customers and staff, and are inclusive of all cultures in our society.

## KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The ministry ensures all legislation and policies are produced in manner consistent with the principles and objectives of multiculturalism. We develop policies and assess their impact on British Columbians with respect to ethnicity, ancestry, cultural heritage, religion, and place of origin.
- The ministry's Service Plan includes value statements that respect the diversity of staff, partners, customers, and the public.

## HIGHLIGHTS OF INITIATIVES

- The ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising and media relations.
- Our objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry, and place of origin, to support the individual and collective needs of our diverse work force and customers. We continually invite community input and participation on ministry business and projects.
- The ministry consults with the public at both the provincial and community level through various forums, including local news media and public meetings. We also publish documents in a variety of languages.

# Ministry of Water, Land and Air Protection

## MANDATE

- The ministry's vision is a clean, healthy and naturally diverse environment that enriches people's lives, now and in the future.
- The ministry helps British Columbians limit the adverse effects of their individual and collective activities on the environment. The ministry works to protect health and safety by ensuring clean and safe water, land and air; provide park and wildlife recreation services and opportunities to British Columbians and visitors.
- Over the next three years, the ministry will also be implementing several New Era commitments and key projects, including protection of drinking water sources and groundwater, a provincial Living Rivers Strategy, and a plan for improving air quality in threatened air sheds.
- The ministry provides leadership and support to British Columbians to help them limit the adverse effects of their individual and collective activities on the environment, while fostering economic development and providing recreational opportunities.

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### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Water, Land & Air Protection operates in the spirit of multiculturalism. The ADM, Corporate Services Division is the Executive Sponsor for Multiculturalism and reports to the Executive Committee on equity and diversity issues and accomplishments.
- To help ensure a welcoming workplace, Executive Committee identified skills related to equity and diversity as core competencies for all ministry staff. The recruitment and selection process for managers and supervisors includes assessment of knowledge and skills of equity and diversity issues.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Each division in the ministry is responsible for developing a Multiculturalism Action Plan, monitoring implementation and reporting of initiatives in support of multiculturalism annually. The goals and objectives of the *Multiculturalism Act* are considered in the development of ministry policy, legislation, regulations and intergovernmental activities.

### HIGHLIGHTS OF INITIATIVES

Some initiatives undertaken by the ministry include:

- Sponsored Ktunaxa First Nations youth trek into TOP of the World Park.
- Targeted season hiring (First Nations) in several northern parks.
- Transfer agreement to support First Nations to assist with species recovery actions and support First Nations economic opportunities.
- Support to Okanagan Nation Salmon Festival and annual Ceremonial Canoe Trek on Okanagan Lake.
- Selected signage and brochures in various languages; e.g. Wells Gray Provincial Park information on the Internet in German; barrier free self-guiding interp trail in Golden Ears Provincial Park has text signs/ sound boxes in several languages to develop an understanding of protected areas to different cultures both living in and visiting the Lower Mainland.

# British Columbia Arts Council

## MANDATE

Mission Statement (from Service Plan 2003-2006): The British Columbia Arts Council supports the arts and cultural community to enable it to achieve its creative, social and economic potential by providing financial assistance, advocacy and public education.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- excerpt from Fundamental Beliefs (Service Plan 2003-2006):

  "The belief in diversity of artistic practice in all art forms."

- excerpt from Goals (Service Plan 2003-2006):

  "Goal 4. Increasing diversity in cultural traditions is recognized and supported and new art froms are encouraged"

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- excerpt from Goal 4 (Service Plan 2003-2006):

**Goal 4 - Objectives:** Broader and diversified cultural traditions and artistic practise is available to the public.

**Goal 4 - Strategies**: a) Ensure the adjudication processes, funding and program guidelines: i) Encourage participation by artists of diverse cultural traditions; and ii) Reflect evolving creative practices; b) Develop a strategy to engage diverse cultural communities.

**Goal 4 – Targets:** A strategy for engagement of diverse cultural communities (will be) prepared by 2004/05.

### HIGHLIGHTS OF INITIATIVES

In the management of council's activities and programs, culturally-diverse communities and individual members are engaged as applicants, adjudicators, advisors and peers. Frequent contact is made with other agencies such as Multiculturalism B.C., City of Vancouver (Office of Cultural Affairs), Department of Canadian Heritage, and the Canada Council for the Arts (Equity office). In addition, a partnership with the First Peoples Cultural Foundation facilitates the Aboriginal Arts Development Assistance Awards program which assists First Nations artists and organizations with their professional art making.

In 2002-03, specific activities included attendance at the Department of Canadian Heritage "Culture, Diversity and Everyday Life" forum; assisting Canada Council for the Arts Equity Office with Capacity Building for Diverse Organizations (juror); support of touring activities for Khac Chi Music Ensemble, musicians Mei Han and Randy Raine-Reusch, Kinesis Dance, visual artists Tim Lee and Ron Terada and visual and media artist, Paul Wong.

# B.C. Assessment

## MANDATE

B.C. Assessment is a provincial Crown Corporation that was incorporated in 1974 under the Assessment Authority Act. The mandate of B.C. Assessment is to establish and maintain an independent, uniform, and efficient real property assessment system throughout British Columbia in accordance with the Assessment Act. The Act requires that B.C. Assessment produce annual rolls with assessments at market value.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM:

B.C. Assessment continues to support multiculturalism at the operational level, and has given this responsibility to the Community Relations Division.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM:

B.C. Assessment supports the delivery of 1.7 million assessment notices in January of each year with public education and information. As part of this annual campaign, a key policy is that information will be translated into 12 languages, and staff will be available to assist property owners in the language of their choice.

### HIGHLIGHTS OF INITIATIVES:

- The organization's commitment to multiculturalism is actively promoted on an on-going basis to staff and to the public annually. These activities are subsequently reported through the mandate of the Multiculturalism Act.
- Translations continue to be provided in high demand languages to serve our culturally diverse communities.
- Through the use of an internal volunteer language skills bank, B.C. Assessment staff were able to respond to assessment questions from the public in a variety of languages.
- The ethno-specific media and community organizations will continue to be offered B.C. Assessment presentations and culturally sensitive material that promotes and publicizes access to B.C. Assessment's programs, services, employment and business opportunities.
- Lower Mainland Area office staff actively participated in ethnic forums and press conferences specific to valuation issues within those communities.

# British Columbia Buildings Corporation

## MANDATE

To support effective service delivery of government ministries, agencies of the Crown and other publicly funded organizations throughout British Columbia by efficiently managing and planning the delivery of real property and accommodation infrastructure solutions. To provide innovative stewardship of the assets and resources entrusted to us. In carrying out our mission, we provide knowledgeable advice and expertise, work effectively with the private sector, and contribute to environmental sustainability.

Our mission is achieved by our diverse and motivated team of highly skilled employees.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

B.C. Buildings Corporation embraces diversity and multiculturalism as key elements of its corporate culture. Diversity gives the corporation its competitive strength by ensuring that it reflects, and is therefore better able to serve and understand its customer needs. It also creates a stronger organization by respecting and encouraging differing perspectives. B.C.B.C.'s 2002/03 Diversity Business Objectives focussed on corporate goals supported by strategies and priorities, concentrating not only on diversity but diversity of thought, recognizing everyone has different learning, communicating and processing preferences.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Reviewed and consolidated policies on Multiculturalism, Diversity and Employment Equity; waiting for executive approval.
- Policy on Relations with Aboriginal Peoples.
- Supporting the integration of diversity and diversity of thought into business strategies and operations.
- Quarterly Corporate Performance Measurement on designated equity groups.
- Supporting our Workplace Diversity Advisory Panel.
- Corporate wide diversity events and activities.
- Information on multiculturalism and diversity on both internal and external websites.

### HIGHLIGHTS OF INITIATIVES

- Multifaith Calendars were offered for sale to employees (subsidized by B.C.B.C.).
- Celebrated Multiculturalism Week across the province with lunch and entertainment.
- International Women's Day.
- Women's History Month.
- Bring Your Daughter to Work Day.
- Persons with Disabilities Awareness Initiative (personal awareness questionnaire).
- Articles in the Buildings Post Newsletter celebrating the multiculturalism of our employees and how different cultures celebrate Christmas.

# B.C. Games Society

## MANDATE

The purpose of the B.C. Summer and B.C. Winter Games is: "To provide an opportunity for the development of athletes, coaches and officials in preparation for higher levels of competition in a multi-sport event which promotes interest and participation in sport and sporting activities, individual achievement and community development."

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

As described in our Society's Vision and Values statements posted at www.B.C.games.org.

- B.C. Games Society Board represents a model in leadership and governance.
- Progressive management practices and personnel policies reflect a fair and equitable work environment indicative of a healthy workplace and organization.
- Commitment to broad social issues affecting all British Columbians including health and wellness, personal and community development, equity, access and inclusiveness is demonstrated.
- The organizational culture honours both the individual and the contribution of the team.

Key Policies and Structures in Support of Multiculturalism:

- The B.C. Games Society Board of Directors consistently is comprised of members from across the province including the Aboriginal community, persons with a disability and visible minorities.
- Host community mayors and council are instructed to recruit their Boards of Directors based upon these same principles.
- Past and current practice by B.C. Games Society staff in each host community is to advise volunteers on the importance of highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, Games Village entertainment and hospitality, and volunteer recruitment.

### HIGHLIGHTS OF INITIATIVES

Through a Memorandum of Understanding with the Aboriginal Sport and Recreation Association (ASRA), the B.C. Games Society will:

- Promote the B.C. Summer and B.C. Winter Games to the Aboriginal community through direct mail of posters and rules books and mass media via Global Television.
- Provide opportunity for representation of the Aboriginal sport community on the B.C. Games Society Board of Directors. Final appointment subject to the minister's approval.
- Provide to ASRA, Aboriginal participation figures as they relate to the Northern B.C. Winter, B.C. Winter and B.C. Summer Games.
- Include and encourage participation of local native bands with respect to positions on the Host Community Board of Directors and/or cultural aspects of the B.C. Winter and B.C. Summer Games.
- Maintain dialogue on future opportunities for the inclusion of Aboriginal only participation in the B.C. Summer or B.C. Winter Games.

# B.C. Housing Management Commission (B.C. Housing)

## MANDATE

The mandate of the British Columbia Housing Management Commission (B.C. Housing) is to fulfill the government's commitment to the development, administration and management of subsidized housing. As an agency of the provincial government, B.C. Housing is committed to providing services in a manner that recognizes and respects diversity.

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### EXECUTIVE COMMITMENT TO MULTICULTURALISM

B.C. Housing's Service Plan identifies a commitment to maintain a professional and committed workforce that is responsive to and reflective of the diversity of the communities where we live and work.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

B.C. Housing has the following policies and structures in support of multiculturalism:

**Multiculturalism Policy:** The purpose of the Multiculturalism Policy is to ensure that B.C. Housing conducts all aspects of the delivery of services and programs within the purposes and policies of the Multiculturalism Act.

**Respect for Diversity Policy:** Respect for diversity is a guiding principle in B.C. Housing's Service Plan with maintaining a workforce that is responsive to and reflective of the diversity of the communities in which we live and work being key a priority. B.C. Housing's Board of Commissioners adopted a Diversity Policy (April 1, 2001) to reinforce the importance of the legislated requirements related to human rights, multiculturalism, and employment equity.

**Recruitment and Staff Training Policy:** The Recruitment and Staff Training Policy is designed to ensure that B.C. Housing has enough people with the right skills to meet its short-term and long-term business objectives. This policy is central to maintaining a high performing organization - one that is responsive to and reflective of the diversity of our society. B.C. Housing's recruitment strategies also include active outreach through advertisements in publications that serve individuals within the designated groups identified in B.C. Housing's Employment Equity Plan.

### HIGHLIGHTS OF INITIATIVES FROM 2002/ 2003

- Maintaining a volunteer staff interpreter list, which includes 23 different languages, to supplement front line staff language resources.
- *Crazy for Life* presentations provided education and information to demystify the stigma of mental illness.
- Workshops on how to create optimism and reduce depression in the workplace were held.
- A partnership initiative with Lu'ma Native Housing Society was developed to share knowledge and resources in dealing with homelessness in the Aboriginal population.
- A "Love Thy Neighbour" luncheon which included a sample of dishes from around the world was held to celebrate Multiculturalism Week.
- The inclusion of a chapter on diversity in the Operations Guide of B.C. Housing's Housing Provider Kit.

# B.C. Hydro

## MANDATE

As per the Hydro and Power Authority Act, B.C. Hydro's mandate is to generate, manufacture, distribute and supply power; upgrade its power sites; and to purchase power from, or sell power to, a firm or person.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

Multiculturalism is embedded in B.C. Hydro's diversity initiatives within each of our business entities. We are committed to providing services in an economically, environmentally and socially responsible manner. Being socially responsible means that we consider and respond to needs and interests of the people we interact with and depend on in the provision of safe and reliable service. We actively participate in understanding the cultures and interests of the many communities affected by our business. We believe that respectful and trusting relationships with people, communities and our employees are essential to sustaining our business.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- B.C. Hydro's Employee and Workplace policy sets out expectations with respect to our commitment to diversifying our workforce and ensuring equitable employment systems. As well, through our Respectful Workplace Program, all individuals have equitable access to opportunities and are treated fairly. B.C. Hydro also recognizes that accommodation is key to compliance with human rights legislation. B.C. Hydro's policy on External Relations and Communications establishes relationships with customers, suppliers, contractors, business partners, governments, Aboriginal peoples, the unions representing our employees, the general public and media. We are committed to open, credible and timely communications with these parties. We see and consider their views, needs and values in our initiatives and projects.
- We also employ a diversity specialist resource in Corporate Human Resources to provide advice to our business entities. Organizational support is sustained for the Hydro Employees Multicultural Society which is now in its 12th year of operation.

### HIGHLIGHTS OF INITIATIVES

- Power Smart media coverage was achieved by placing articles and Power Smart tips in various languages in all media, including ethnic media, such as Indo-Canadian, Chinese, Jewish, Polish, and Punjabi publications, as well as carrying out interviews to educate the broader community on Power Smart with Shaw Multicultural channel and two local Chinese radio stations.
- Power Smart educational sessions were set up on Vancouver Island, and from Surrey to Vernon and Kamloops at various Aboriginal Day events.
- Educational sessions were also held at the Hispanic Cultural Centre in Vancouver and at Multicultural Day in Burnaby.
- Our call centres offer services in Mandarin, Cantonese, Korean, Punjabi, French, Hindi and Vietnamese for improvement in customer service and knowledge of our products and services in an increasingly multicultural customer base.
- The Hydro Employees Multicultural Society (HEMS) not only held events throughout the year celebrating multiculturalism, but also raised funds for various charities, including the Burnaby Multicultural Society and the Vancouver Multicultural Society. HEMS also received a Recognition Award from the Vancouver Multicultural Society for its contributions to our communities and our workplace.

# B.C. Lottery Corporation

**The British Columbia Lottery Corporation** continues to provide socially responsible gaming entertainment for the benefit of all British Columbians. The corporation is responsible to manage and conduct lotteries, casinos and bingo in various locations throughout British Columbia. With its headquarters in Kamloops and sales and marketing office in Richmond, as well as key positions located in the field, the corporation employs a full-time equivalent (FTE) of approximately 550 employees. Due to core services review process, activities were limited compared to previous years.

We continue to be committed to pursue an employment equity strategy, which fosters an appreciation for diversity in our workplace by attracting applicants from the four equity groups and reflecting the marketplace in which we conduct business. The principles of cultural awareness are stressed and promoted in our environment in everything we do; including, but not limited to, advertising, publications, hiring practices, training and development.

Our guiding philosophy is that every employee be respected and receive fair treatment at all times. Annually, we provide training to all staff on harassment awareness which explores the differences people bring to the workplace as a result of their cultural background and experiences and provides tools to respect and value those differences.

Our retail and service provider network consists of people from all cultures and backgrounds and we support their efforts through our diverse, multicultural, sales force as well as our training and support areas. Our strategic sponsorships of many community events reaching a diverse population include the Canada Folk Festival, Dragon Boat Festival, Kamloops Japanese Canadian Association Art Exhibit, Kamloops Pow Wow, etc. We continue our work with the First Nations Community in Campbell River providing support as they seek approval in the development of a new casino.

# British Columbia Pavilion Corporation (PavCo)

## MANDATE

The British Columbia Pavilion Corporation (PavCo) is incorporated under the Company Act of British Columbia with a mandate to generate economic and community benefit for the people of British Columbia through the management of public tourism and cultural facilities.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

A Workplace Diversity policy was created by employees and approved by the corporation's Executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness and integrity and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of the corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. On-going support is provided to enhance and integrate multicultural sensitivity into the performance and fabric of the organization. Any advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves and providing equal access to hiring, advancement and training opportunities. A culturally diverse workforce represents a variety of national and ethnic backgrounds including Taiwanese, Chinese, Farsi, Nigerian, Mexican, South American, Filipino, Japanese and East Indian. Front-line staff at the Vancouver Convention & Exhibition Centre who speak other languages are provided with name badges displaying the languages they speak. This service enhances the friendly and hospitable environment at the Centre and provides an opportunity for visitors, guests or clients to identify and take advantage of interpretative services.

The corporation offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in five languages including English, French, Tagalog, Mandarin, Punjabi. Qualified counsellors are also available to assist in a variety of languages including English, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

### HIGHLIGHTS OF INITIATIVES

As PavCo is experiencing significant reorganization, change and downsizing as a result of the Core Services Review, no new multiculturalism initiatives were undertaken in 2002/03.

# British Columbia Railway Company ("B.C. Rail")

## MANDATE

The B.C. Rail's commitment to diversity and multiculturalism is embedded in B.C. Rail's Vision, Values and Strategic Plan. B.C. Rail fosters a diverse workplace. Consistent with our mandate, we pursue business objectives, which recognize the multicultural diversity of the marketplace and meet the specific needs of our business environment.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

**The B.C. Railway Company:**

- Recognizes the multicultural nature of British Columbia, values cultural diversity in the communities we serve, while ensuring fairness and equity in operations and systems for all people including employment and customer service.
- Will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff or in customer relations.
- Takes into account the anticipated impact on the diverse community when designing new programs, services, policies and methods of service delivery.
- Program services, policies and methods of service delivery.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Respectful Workplace Policy/Dispute Resolution
- Employee and Family Assistance Program
- Workforce Diversity Census Information Collection
- Aboriginal Relations Depatrment initiatives
- Recruitment processes and initiatives

### HIGHLIGHTS OF INITIATIVES

- B.C. Rail awarded 12 individual scholarships from the 25 First Nation communities along the B.C. Rail right of way; 2 First Nations students completed interships, six First Nations candidates received training and Pesticide Application Certification.
- Job Opportunity Bulletins are communicated to the 25 First Nations communities bordering B.C. Rail; an initiative with the Takla Band resulted in two band members securing employment.
- SuperHost- Face to Face Fundamentals training was provided to employees in the Passenger Services Department who work with the general public.
- B.C. Rail sponsored a three month internship for a student from Germany and a six week work experience for a student with special needs.
- B.C. Rail entered into a service agreement with the Seton Lake Band for the operation of a rail shuttle passenger service.

# British Columbia Securities Commission

## MANDATE

The mandate of the British Columbia Securities Commission is to protect and promote the public interest by regulating trading in securities to ensure the securities market is fair, and warrants public confidence; and to foster a dynamic and competitive securities industry that provides investment opportunities and access to capital.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- BCSC participates with International Organization of Securities Commissions (IOSCO), in bringing representatives from different cultures and economic systems, to learn and work with staff. In the past five years, we have had guests from Trinidad and Tobago, China, Jordan and Nigeria.
- Through North Shore Employment Services (NSES), we have hired two employees with mental disabilities on an ongoing basis, and continue to use NSES services for short-term projects such as assembling information kits.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- All managers are provided with training on behavioral recruitment and non-discriminatory hiring policies.
- Our human resources staff are trained in discrimination and harassment prevention, investigation and resolving harassment issues; and in how to resolve interpersonal conflict among employees of all backgrounds.
- Our HR policies include discrimination and harassment prevention policies. All BCSC employees receive discrimination and harassment prevention training.
- Our job evaluation system consists of eight factors in order to meet pay equity requirements.
- 20% of B.C.SC employees are from visible minorities; 25 languages are spoken at the B.C.SC.

### HIGHLIGHTS OF INITIATIVES

- We have a program to warn ethnic and religious groups about affinity fraud (investment scams that prey upon members of identifiable groups i.e., race, religion, and ethnic background).
- We have prepared a video concerning affinity fraud.
- We translate many of our investor alerts and brochures into Chinese.
- Some business cards are printed in English and Chinese.
- We conduct investor education programs for groups from different cultures.
- The social committee has organized food days to promote and educate staff about other cultures.
- Our annual Christmas party recognizes staff and traditions of different cultures and religions.

# B.C. Transit

## MANDATE

B.C. Transit is the provincial Crown agency charged with coordinating the delivery of public transportation throughout British Columbia (outside the Greater Vancouver Regional District). Its mandate includes planning, funding, constructing, marketing and operating transit systems – either directly or indirectly – in partnership with local government throughout the province.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Executive Management Team, consisting of the President & Chief Executive Officer and five divisional Vice-Presidents, continues to maintain a commitment to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. B.C. Transit's Board of Directors is committed to Equal Opportunity initiatives including multiculturalism.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Continue to monitor and improve the recruitment, retention, and advancement of a workforce reflective of the community we serve.
- Promote awareness of diversity issues in both Victoria and municipal systems.
- Ensure that public information and display materials reflect the diversity of the community we serve.
- Further expand transit services into areas not currently served, especially First Nations communities, in partnership with municipal governments and community agencies.

### HIGHLIGHTS OF INITIATIVES

- Update and expand B.C. Transit's career promotional material to include a portable recruitment display and brochures, to more effectively promote B.C. Transit's Victoria employment opportunities to a diverse audience at school and agency career fairs.
- Developed and, in the process of implementing, a corporate succession planning model, incorporating diversity principles, to address upcoming skills shortages as 'baby boomers' approach retirement.
- Continue and, where feasible, expand the availability of translation services provided by B.C. Transit.
- Regularly monitor the feasibility of publication of transit services information in ethnic media.
- Continued participation on the American Public Transportation Association "Workforce Development Initiative Task Force". Efforts are designed to provide an understanding of future challenges for the various components of the public transportation labour market, and steps required to address these challenges.

# British Columbia Utilities Commission

## MANDATE

The British Columbia Utilities Commission is a regulatory agency of the provincial government, operating under the Utilities Commission Act. The Commission is responsible for ensuring that customers receive safe, reliable and non-discriminatory energy services at fair rates from the energy utilities it regulates, that shareholders of these utilities are afforded a reasonable opportunity to earn a fair return on their invested capital, and that the competitive interests of B.C. businesses are not frustrated. It approves the construction of new facilities planned by utilities and their issuance of securities. The Commission's function is quasi-judicial and it has the power to make legally binding rulings.

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The commission has been self-funded since 1988. Its costs are recovered primarily through a levy on the public utilities it regulates.

The provincial government released a new *Energy Policy, Energy for Our Future: A Plan for B.C.* in November 2002. The Commission will be responsible for implementing many of the policy actions of the plan. Starting in 2004, the commission will be responsible for regulating the rates for mandatory insurance coverage offered by the Insurance Corporation of B.C.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The programs and services of the B.C. Utilities Commission are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The commission distributes its information brochures to libraries across the province. The commission develops specialty brochures about specific projects and regulatory initiatives, including brochures on participant funding and negotiated settlement processes.

A Regulatory Agenda is issued quarterly to inform participants about regulatory matters before the commission. Information is also conveyed to customers by way of public hearing notices that appear in local newspapers. Internet users are invited to visit the commission's web site (updated weekly) at http://www.B.C.uc.com.

### HIGHLIGHTS OF INITIATIVES

- Commission staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- The commission provides timely responses to utility customer complaints, including those with multicultural backgrounds.
- Our published brochures were updated in April 2003 with timely contact information to assist the public in their actions and responsibility with regulated energy utilities.
- B.C. Hydro contracts for AT&T language line service which assists in customer calls. Other regulated utilities have no formal service available, but have representatives that may assist with calls from customers who have difficulty with English.

# Columbia Power Corporation

## MANDATE

The primary mandate of Columbia Power Corporation (CPC) is to undertake power project investments as the agent of the Province on a joint venture basis with the Columbia Basin Trust. The objective of CPC in making power project investments is to support the employment, economic development and resource management objectives of the Province and the Columbia Basin Trust, within the constraints of a commercial corporation.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

CPC believes that communities are effective partnerships between business, government, community services groups and individuals. Everyone has a responsibility to contribute to the well-being and advancement of communities in the area in which they live or conduct business. CPC provides sponsorship funding for numerous events and multicultural organizations in the communities of the Columbia Basin in keeping with its commitment to translate power project investments into benefits for local communities. Sponsorship funding was provided in the past year for community services, regional events and scholarships and bursaries in the Columbia Basin.

## KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In determining which groups are eligible to receive sponsorship funding, CPC excludes organizations whose service is not available to all segments of the public without regard for race, creed, colour, religious preference or national origin.

CPC is committed to including and working with First Nations, visible minorities, persons with a disability and females in non-traditional trades in developing and working on its power projects.

## HIGHLIGHTS OF INITIATIVES

CPC sponsored the following multi-cultural organizations during 2002 – 2003:

1. **Cultural Interpretive Society:** CPC donated $1,250 to have a display case built for arts and crafts.
2. **Okanagan Nation Fisheries Commission:** CPC donated $1,000 to assist with costs associated in hosting the International Okanagan River Salmon Festival held in Oliver/Osoyoos.
3. **Aboriginal Committee on Education:** CPC donated $500 to assist with costs associated in hosting a picnic for National Aboriginal Day. This is an annual donation.
4. **Doukhobour Village:** CPC donated $2,500 towards an agricultural display showcasing historical Doukhobour farming implements and methods.
5. As well, CPC provided funding to a local environmental contractor to subsidize the wages for hiring an Aboriginal fisheries technician.

# Creston Valley Wildlife Management Area

## MANDATE

Under the *Creston Valley Wildlife Act*, we have been delegated legal authority to manage the Creston Valley Wildlife Management Area, a 7,000 ha (17,000 acre) area of provincial Crown land along the Kootenay River system near Creston, B.C.. We must put into effect and uphold the spirit and intent of the Creston Valley Wildlife Act and regulations in our management of the Creston Valley Wildlife Management Area. Specifically, we must maintain and develop the Creston Valley Wildlife Management Area for the purpose of *"wildlife conservation, management and development . . . and, in particular, as a waterfowl management area" [s. 7(1), and s. 2(1) of the Act].*

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Creston Valley Wildlife Management Area (CVWMA) values the cultural diversity of British Columbia and Canada, creates no barriers, and responds to the multicultural reality of its location and its users.

The CVWMA is a registered charity and a non-profit with a staff of four full-time and two part-time. Staff are not public servants, and the agency receives no appropriation. The only funds available for provision of services and programs are those which staff can raise through grants, donations, and through operations of the CVWMA. Granting agencies often have requirements related to multiculturalism, and the CVWMA embraces the opportunities which those grants provide, to undertake initiatives. The CVWMA unfailingly follows the multiculturalism guidelines of granting agencies.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Public programs and services of the CVWMA are designed specifically for users, and reflect the multicultural nature of those users.

Staff are employed with regard to specialized skills and sensitivities to a variety of social realities, and the resulting mix of ethnic backgrounds enriches all activities of the CVWMA.

When the mix includes various language capabilities this proves even more useful.

Exhibits, activities, and displays incorporate history and contributions of relevant populations.

The migratory waterfowl resource is international; the CVWMA is an internationally-designated RAMSAR site and has an international IBA designation; the CVWMA operates comfortably in the international conservation arena and enjoys a greater opportunity than more locally-based entities.

### HIGHLIGHTS OF INITIATIVES

This year a travelling exhibit at the Creston Valley Wildlife Centre, from La Musée de la Nature et des Sciences, Sherbrooke, Québec, relates the significance of migratory birds to peoples of Canada as well as providing information on the migratory birds themselves.

Staff are from a variety of ethnic backgrounds. Two of six permanent staff have First Nations ancestry. Others span a variety of cultural backgrounds. The CVWMA this year has attracted a bilingual intern from Germany who is working full-time (without pay) at the Wildlife Centre; German-speaking visitors come from overseas and from various parts of Canada.

First-contact brochures are published in English, French, German and Japanese. Visitors to the Wildlife Centre come from all over B.C., other parts of Canada and the U.S., and from abroad.

# Homeowner Protection Office

## MANDATE

- Increase consumer protection for homebuyers
- Help bring about an improvement in the quality of residential construction

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Homeowner Protection Office (HPO) executive is committed supporting the multiculturalism of staff and stakeholders.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Ensure that staff is treated fairly and professionally regardless of cultural background.
- Ensure that HPO programs and services can be communicated to stakeholders representing various cultures.
- Manager of Communications has a Master's Degree in International Business. Education included specific training in multicultural management.

### HIGHLIGHTS OF INITIATIVES

- Corporate policy manual provides guidelines of workplace behaviour to ensure respect of cultural diversity.
- All employment ads clearly state: "The HPO is committed to employment equity. We encourage applications from qualified women and men, including Aboriginal peoples, persons with disabilities and visible minorities."
- Some key collateral materials are available in languages other than English.
- Some key information on the HPO Web site is available in Chinese.
- HPO staff can provide service to stakeholders in English, Punjabi, Mandarin and Cantonese.
- The HPO subscribes to an interpretation service which allows our staff to communicate with stakeholders in virtually any language in the world via telephone.

# Innovation and Science Council of British Columbia

## MANDATE

The Innovation and Science Council of BC's (ISCBC) mandate is to encourage economic development and public awareness through a broad range of functions pertaining to the support of research, science and technology. It anticipates and responds to science and technology issues that affect the province and seeks innovative approaches to better serve the public interest.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The organization's executive commitment to multiculturalism is supported by its international initiatives in science and technology (detailed in the following section).

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The objective of the Innovation and Science Council of BC's international initiatives is to encourage economic development within the province by promoting British Columbia's science and technology capabilities to other countries. The Council achieves this by supporting trade missions, advising BC companies in overseas business approaches, and encouraging partnerships with other international science and technology councils. Much of the Council's work has been focused on the Pacific Rim, especially China, Philippines, Taiwan and India.

### HIGHLIGHTS OF INITIATIVES

- November 1 – 9, 2002 – Guangdong Through Hong Kong Environmental Technology Mission organized by the Council in partnership with Industry Canada and Environment Canada.
- Secured a contract with the Canadian International Development Agency for the delivery of the Pearl2 project in the Philippines.
- Signed MOUs with China, Philippines, Taiwan and India.

# Insurance Corporation of British Columbia (ICBC)

## MANDATE

ICBC provides universal basic vehicle insurance, optional vehicle insurance products, as well as driver licensing, vehicle licensing, claims, and registration services to British Columbians. ICBC invests in loss management and road safety programs to promote a safer driving environment in B.C.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM:

ICBC recognizes the diversity of British Columbians and promotes fair and equitable access to its services, programs and employment opportunities.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM:

Internal policies on multiculturalism, employment equity, combating racism and harassment-free workplace promote understanding and respect toward employees and customers of diverse backgrounds.

A Diversity Focal Point Committee, sponsored by the executive and comprised of line managers and the Workplace Diversity Coordinator, plan and implement initiatives in support of multiculturalism.

### HIGHLIGHTS OF INITIATIVES:

Communications in the form of brochures, posters and advertisements are produced in high demand languages. Multilingual staff are available to provide customers with translation services and the licensing knowledge test can be taken in many different languages. Loss prevention campaigns are promoted through multicultural media groups and community organizations.

ICBC employees participate in a variety of multicultural events to promote road safety and loss prevention. In addition, in-house displays are organized throughout the year to increase awareness and understanding of cultural diversity.

Employment advertisements include an employment equity statement to encourage applications from all qualified individuals.

# Land and Water British Columbia Inc.

## MANDATE

The Corporation's mission is to provide highly responsive access to Crown land and water resources through tenures, licences and land sales.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Executive of Land and Water B.C. Inc. is committed to recognizing and addressing multiculturalism and diversity in its workforce and in its service to the public.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

A key objective for LWB.C. in our 2003/04 – 2005/06 Service Plan is to develop partnerships with First Nations that directly benefit First Nations and improve the level of confidence in British Columbia as an investment-oriented province.

### HIGHLIGHTS OF INITIATIVES

Current initiatives to support partnerships with First Nations include:

- partnership opportunities and accommodation agreements developed with First Nations
    - Cheam First Nation – agreement to resume gravel extraction in the Fraser River
    - Comox First Nation – shellfish aquaculture MOU
    - Squamish and Lil'wat First Nations – lease for Big House at Whistler
    - Upper Similkameen Indian Band – license of occupation issued for log home building business
    - Uchuklesaht First Nation – offer of Crown lease over existing fish hatchery made
- new protocol developed to assist with adjudication of commercial recreation and aquaculture applications with Central and North Coast First Nations
- Economic Measures Agreements (EM)
    - Xaxl'ip and Ts'kw'aylaxw First Nations – EM agreement/funding for Keatley Creek archaeological site

# Ministry of the Attorney General/ Legal Services Society

## MANDATE

- To help low income indiviuals resolve their legal problems and to facilitate access to justice for them
- To establish and administer an effective and efficient system for providing legal aid to low income people in B.C.
- To provide advice about legal aid to the Attorney General

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

Legal Services Society (LSS) strategic objectives include, among other things:

- building and maintaining relationships with communities to enhance our mutual ability to meet the needs of people with low incomes. Communities in this sense refers more to community of need or interest than region, and includes communities of culture, race, and language.
- Developing, implementing and evaluating innovative approaches to improve the delivery of legal services. Innovative and collaborative approaches are recognized as necessary to be responsive to the unique legal needs of cultural communities.

See also key policies below.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Legal Services Society's Administrative Policies and Procedures Manual includes as Guiding Principles:

- a Code of Ethics which highlights respect, dignity, and no tolerance of discrimination;
- a policy on Cultural Competence focussing on commitment to diversity and elimination of attitudinal, cultural, informational and systemic barriers;
- a companion policy which focussed on the same commitments specifically in relation to aboriginal people;
- employment equity guidelines.

### HIGHLIGHTS OF INITIATIVES

- Translation of legal information into languages other than English included: basic rights information in seniors, family, immigration and welfare law, Legal Aid brochure, welfare fact sheets, and joint projects with the provincial government to translate other specific materials.
- Aboriginal child welfare initiative to assist in prevention of apprehension of Aboriginal children on reserve.
- Aboriginal Poverty Law Manual: Aboriginal issues in 18 areas of law – printed, distributed, and online.
- Continuing development, printing and distribution of Aboriginal law publications and videos.
- Continued tariff coverage for aboriginal hunting and fishing cases.
- Employee training plan (in development) will review Aboriginal awareness needs.
- Community advocate conferences including workshops on issues for Newcomers and First Nations Legal Issues.
- Plan to incorporate a multi-lingual service into the LawLine 1-800 hotline service.

# Oil and Gas Commission

## MANDATE

The mandate of the Oil and Gas Commission is to:

(a) regulate oil and gas activities and pipelines in British Columbia in a manner that

(i) provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well-being,

(ii) conserves oil and gas resources in British Columbia,

(iii) ensures safe and efficient practices, and

(iv) assists owners of oil and gas resources to participate equitably in the production of shared pools of oil and gas,

(b) provide for effective and efficient processes for the review of applications related to oil and gas activities or pipelines, and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects,

(c) encourage the participation of First Nations and Aboriginal peoples in processes affecting them,

(d) participate in planning processes, and

(e) undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The commission supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The commission's workforce is increasingly diverse, and the benefits for the wider range of experience, knowledge and skills among its employees.

Our vision is to be the innovative regulatory leader, respected by stakeholders, First Nations and clients.

Regulating oil and gas activity:

- through fair, consistent, responsible and transparent stakeholder engagement,
- for the benefit of British Columbians, and,
- by balancing environmental, economic, and social outcomes.

## KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The commission will be developing performance indicators in our service plan in support of multiculturalism.

## HIGHLIGHTS OF INITIATIVES

- The commission actively carries out outreach recruitment to First Nation communities, local communities and educational institutions.
- The commission participates in First Nations communities activies; Doig Days, Sweat Camp, Beaver School, Petitot Gathering.
- The commission works closely with First Nations in their communities, and the First Nations people learning the duties of the commission by coming into our offices.

# Organized Crime Agency of British Columbia

## MANDATE

To facilitate the disruption and suppression of organized crime which affects British Columbians.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The mandate is inclusive of diversity but specifically directed at the creation of multiculturalism programming.

### HIGHLIGHTS OF INITIATIVES

- The nature of our enforcement projects provides awareness of the diverse cultural nature of organized crime throughout the province.
- Hiring practices are inclusive of ethnic and racial groups.
- Routine diversity training for police.

# Pacific National Exhibition

## EXECUTIVE SUMMARY

- The mission of the Pacific National Exhibition (PNE) is to provide quality entertainment, recreation, cultural and educational opportunities, and to showcase the accomplishments of all British Columbians on a year-round basis.
- Besides hosting the annual summer fair, the PNE hosts trade and consumer shows, conventions, concerts, meetings, rallies, banquets, agricultural shows, an amusement park, and sporting events annually. The PNE's strong year-round operations schedule, when combined with the fair revenues, generates an annual economic spin-off of more than $100 million dollars.
- One of the major impacts for which the PNE is most proud is its reputation for providing job ready skills and training to generations of young British Columbians. The Pacific National Exhibition is the largest employer of youth in the province. Our focus has been to provide valuable and transferable job skills in areas such as customer service, teamwork, communications, hospitality, finance, warehousing, public safety and security, agriculture and entertainment.
- The PNE has 463 FTEs.

## MULTICULTURALISM INITIATIVES

### Training and Education

- The PNE works with various advocacy groups in order to ensure that employees with disabilities and special needs have access to employment opportunities. This includes providing interpreters or coaches for orientations and departmental training for new and returning employees.
- The Peer Helper Committee educates the PNE workforce on important issues affecting employees, including multiculturalism and diversity.

### Community Outreach

- The PNE continues to present the "Job Skills" presentation to various high school classes as well as to many community centres in the Lower Mainland. These presentations were designed to provide assistance on how to build effective resumes and cover letters as well as the interview process through the employer's perspective.
- The PNE has attended many career and employment fairs over the past year in an effort inform the community of our many employment opportunities.

## THE PNE ALSO PROMOTES MULTICULTURALISM AND DIVERSITY BY:

- Providing our guests with a variety of products from other parts of the world including South America, Pakistan, Shanghai, South Korea, Bali, Indonesia, Mexico, Australia, Egypt and Africa.
- Providing our guests with a variety of ethnic foods to choose from, including Ukrainian, Russian, Vietnamese, Chinese, Japanese, Italian, English and Mexican.
- Providing our guests with entertainment that is culturally diverse.
- Providing reduced Playland and fair rates to community centres, church groups and language schools.
- Including a variety of different businesses at our annual fair. Exhibitors are often home businesses, non-profit organizations, government agencies or conglomerations of federal and provincial government programs, or large corporations.

# Provincial Capital Commission

## MANDATE

The new board of the Provincial Capital Commission (PCC) is currently undertaking an in-depth planning process that will see the PCC moving from a regional to a provincially focused agency, an organization that will bring pride to all British Columbians in their Capital. The new mission/vision statement of the PCC is: Connecting and Celebrating the Capital with all British Columbians.

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

The following Values and Guiding Principles will guide the PCC board's deliberations, discussions and policy making:

- Act with integrity:
  - Open, honest and fair
  - Transparent
- Be respectful, inclusive and accessible
- Think, plan and act long-term
- Be socially responsible in everything we do:
  - Long-term financial and economic sustainability
  - Healthy environment
  - Well-being of all citizens
- Balance the needs of the Capital and the province-wide mandate
- Recognize and support the diversity of British Columbia's cultures, landscapes and history
- Manage the balance between our heritage properties and our overall mandate

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies and structures are in the planning stages.

# Royal British Columbia Museum

## MANDATE

- To secure, receive and preserve specimens, artifacts and archival and other materials that illustrate the natural or human history of British Columbia;
- To hold and manage the archives of the government;
- To increase and communicate knowledge of the natural and human history of British Columbia by research, exhibits, publications and other means;
- To serve as an educational organization;
- To develop exhibits that are of interest to the public;
- To manage, conserve and provide access to the collection;
- On the request of the government, to manage cultural and heritage facilities designated by the government
- To perform functions usually performed by a museum and archives.

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### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Royal British Columbia Museum (RBCM) strives to explain the material culture history of the province of B.C. and is the only institution in B.C. that assumes this role.
- Where possible continue to commit to diversity in the workplace through hiring practices for front line customer service staff and co-op students.
- Provide front line staff and co-op students with training (i.e. culturally responsive service delivery)
- Commit to providing staff with information on multiculturalism through pamphlets and training courses.
- The RBCM will present controversial issues in an objective way, and will be perceived by the community as a place that presents balanced views.
- The Cultural Precinct will be a centre of activity for tourists, school children, First Nations and cultural groups and scholars.
- The museum will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.
- The museum's First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The B.C. Archives is a valuable resource for researchers. It is one of the major information sources for B.C.'s human history and a vital element of B.C.'s culture.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The museum culture supports diversity through its delivery of programs and daily activities.

### HIGHLIGHTS OF INITIATIVES

- Sponsor for annual First People's Festival (August).
- School programs offer "A Day's Journey" which takes Grade 4 students through a day in the life of a First Nations child in history. Provided throughout the school year.
- Approximately 30 staff took a multiculturalism one-day course in 2002.
- Dragon Bones: When Dinosaurs Ruled China – museum staff consulted with Chinese community and hired a Chinese-Canadian co-op student.
- Provide support for Mungo Martin House.
- Echoes of Ancestry program runs each year from May to September in partnership with the Victoria Native Friendship Centre. Carvers from the Kwakwaka'wakw and Coast Salish Nations are in the carving studio and there are guest interpreters each week.
- Living Landscapes Program: a continuing program that brings people everywhere face-to-face with RBCM staff and research in exploring the human and natural history of the province, First Nations, educators, naturalists and other agencies, to encourage and facilitate the exploration and appreciation of the human and natural history of areas in B.C. from the perspective of the people who live there.

# Royal British Columbia Museum

- Experts in the Gallery Program: provided an opportunity for a First Nations employee to present her culture to visitors to the museum. Continues to be a growth position.
- Provide access to 3,523 original aboriginal audiotapes that document the languages and stories of British Columbia First Nations.
- The museum has approximately 350 volunteers who reflect the diversity of the community.
- Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.
- In 2002/03, 8,544 natural history specimens were sent on loan to 24 museum researchers throughout the world, including Japan, Germany, England and Russia.
- The museum's conservators and researchers have been crucial in the restoration, preservation and research of Kwaday Dan Ts'inshi (Long Ago Person Found). The international research initiative, co-managed by the RBCM, exemplifies the musuem's world-class conservation and research programs.

# Tourism British Columbia

## MANDATE

Under the *Tourism British Columbia Act,* the corporation is responsible for:

- Marketing British Columbia as a tourism destination
- Providing information services for tourists
- Encouraging enhancement of standards of tourist accommodation, facilities, services and amenities
- Enhancing professionalism in the tourism industry
- Encouraging and facilitating the creation of jobs in the tourism industry
- Collecting, evaluating and disseminating information on tourism markets, trends, employment, programs and activities and on availability and suitability of infrastructure and of services that support tourism activities
- Generating additional funding for tourism programs

### EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Tourism British Columbia's commitment to multiculturalism is reflected best in the strong support for corporate values that have been identified by staff throughout the organization. These are: Integrity – what we bring as individuals; Enthusiasm – what we portray; Teamwork – how we work together; and Progressive – what we strive for.
- A testament to the positive work environment provided by Tourism British Columbia came in January, 2003, when the organization was named one of British Columbia's top employers in a Watson Wyatt Management Consultants survey conducted on behalf of B.C. Business Magazine. This honour recognizes companies that have demonstrated superior management practices and that, according to their employees, have created an exceptional work environment.

### KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Respect for the individual is a principle at Tourism B.C. The organization adheres to and supports the Human Rights Acts of British Columbia and Canada which protect individuals from harassment and other forms of discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age and conviction for a criminal or summary conviction offence that is unrelated to employment.

### HIGHLIGHTS OF INITIATIVES

- Tourism British Columbia has signed an official accord with the Aboriginal Tourism Association of B.C. (ATB.C.) to support aboriginal tourism marketing efforts. In addition, the organization worked with the Vancouver 2010 Bid Corporation and the Ministry of Community, Aboriginal and Women's Services to help identify aboriginal opportunities associated with hosting the Games.
- Tourism British Columbia maintains offices in Australia, Germany, Japan, Taiwan and the United Kingdom.
- A German language Vacation Planner is published annually.
- A 48-page guide of ecotourism products and experiences in B.C. for distribution in Japan - due for release in January 2004 and a Japanese language web site, also due for launch in January.
- "Call of B.C." newsletter featuring timely topics, hot news and activity reports produced twice each year in Taiwan.

BRITISH COLUMBIA

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